

S-E-C-R-E-T

TTR/1 APPENDIX #6 ATTACHMENT 1

31 January 1958

TO: DD/I Analysts

FROM: Assistant Director, OCR

This questionnaire is designed to determine how the OCR Information Services, the Reference Library and the INTELLOFAX system are serving the needs of research analysts. It is part of a general program aimed at finding ways and means by which these facilities can be strengthened and improved. Your cooperation will be greatly appreciated.

Please complete the questionnaire by 7 February 1958 and return through inter-office mail to:

25X1A

[REDACTED]
202 North Building

25X1A

For further information, [REDACTED] can be reached on extension 2495.

Signing the questionnaire is optional.

25X1A

[REDACTED]
Paul A. Borel

cc. Intelligence ADs
DD/I

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Questionnaire on OCR Informational Services, the OCR Reference Library,
and the Intellofax System

(optional)

Name _____ Building _____
Room _____ Extension _____

Part I.

General Questions

General Instructions. In the questions that follow, please circle the one most appropriate answer, except where other instructions are given.

1. Component of DD/I of which you are a member.

- a. ORR
- b. OSI
- c. OCI
- d. ONE
- e. OBI
- f. OO
- g. Other (indicate) _____

2. Type of position now held.

- a. Analyst, Grade 5 - 11
- b. Analyst, Grade 12 up
- c. Branch chief
- d. Other administration
- e. Other (indicate) _____

3. Length of service in DD/I.

- a. Under 6 months
- b. 6 months but less than 1 year
- c. 1 year but less than 2 years
- d. 2 years or more

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Part II

Questions on All OCR Informational Services.

Except where otherwise indicated, the questions in Part II are concerned with all of the reference or informational services of OCR (Library, Industrial Register, Biographic Register, Graphics Register, etc.)

General Instructions. In the questions that follow, please circle the letter which identifies the most appropriate answer, except where other instructions are given.

4. Where were you specifically briefed on OCR informational services as a whole? (If you have not been briefed, circle e below)
 - a. In Intelligence Orientation Course
 - b. Individually in OCR
 - c. In a group in OCR
 - d. Other (specify) _____
 - e. I have not been briefed.
5. If you have been briefed, please indicate how recently.
 - a. Within last 6 months.
 - b. More than 6 months but less than a year ago.
 - c. More than a year but less than 2 years ago.
 - d. More than 2 years ago.
6. In a typical work month, how many times do you use OCR informational services?
 - a. 0
 - b. 1 or 2
 - c. 3 to 5
 - d. 6 to 10
 - e. More than 10

If your answer to this question is zero, please explain:

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For each OCR unit listed below (numbers 7-17) which you use in your research work please circle one or more of the letters to indicate whether you contact this unit

- a. In person
- b. By telephone
- c. In writing (directly)
- d. Indirectly (through an established channel in your office, through another unit in OCR, etc.),

or any combination of these. Omit any unit which you do not use.

	(Circle)	If you have circled d (indirectly write in below the channel used:
7. Main Library (M Bldg) (Reference Services)	a b c d	_____
8. OSI Branch Lib.	a b c d	_____
9. Industrial Register	a b c d	_____
10. Biographic Register 25X1A	a b c d	_____
11. Graphics Register	a b c d	_____
12. Acquis. Branch [REDACTED] (for foreign periodicals)	a b c d	_____
13. Liaison Division	a b c d	_____
14. Document Division	a b c d	_____
15. Other (specify) _____	a b c d	_____
16. _____	a b c d	_____
17. _____	a b c d	_____

In questions 18-25 please indicate in the same manner as above the CIA reference services outside OCR which you use:

	(Circle)	Indirect channels:
25X1A 18. Foreign Documents Div., OO	a b c d	_____
19. Map Library, ORR	a b c d	_____
20. [REDACTED]	a b c d	_____
21. Other (specify) _____	a b c d	_____
22. _____	a b c d	_____
23. _____	a b c d	_____
24. _____	a b c d	_____
25. _____	a b c d	_____

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26. a. Which libraries or other reference units outside CIA, if any, do you regularly use in preference to comparable or identical OCR facilities?
- b. Please explain why you use these facilities in preference to OCR facilities.
27. The staff of the Biographic Register could best help me in my research on particular subjects if it: (Circle the one response in the list below which best describes your needs)
- a. Made available guides for me to use in ascertaining which part of the register I should search for information on my subject.
- b. Consulted with me in using the guides to find which part of the register I should search for the information I need.
- c. Searched the register and made available to me all the information pertinent to my subject.
- d. Searched the register and selected from it the most important information for me to examine and use.
- e. Prepared for me summaries of the material in the register on the subject in which I am interested.
- f. Other (indicate) _____
28. a b c d e f Using the same scale as you used in question 27, circle the letter which best indicates how the staff of the Industrial Register can assist you in research on particular subjects.
29. a b c d e f Using the same scale as you used in question 27, circle the letter which best indicates how the staff of the Graphics Register can assist you in research on particular subjects.

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30. Please add below any suggestions you may have for improving (a) the services of the registers or (b) the over-all organization and administration of OCR informational services as they relate to your research needs. (Please reserve specific comments on the Reference Services of the Library for Part III, below.)

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Part III

Questions on the OCR Reference Library

The questions in Part III refer only to the services offered by the Reference Branch of OCR and its supporting reference collections in "M" Building.

Questions 31-36 refer to the number of times in a typical work month that you use the following services of the OCR Reference librarians. In these questions:

- If you do not use the service described, circle "a".
- If you use the service 1 to 2 times, circle "b".
- If you use the service 3 to 5 times, circle "c".
- If you use the service 6 to 10 times, circle "d".
- If you use the service 11 or more times, circle "e".

- 31. a b c d e - To obtain directly, specific facts needed in your work.
- 32. a b c d e - To obtain information on where to get facts related to your work.
- 33. a b c d e - To obtain directly background information needed in your work outside of your own field of competence.
- 34. a b c d e - To obtain help in finding a particular book or document.
- 35. a b c d e - To order books or documents from the CIA library.
- 36. a b c d e - Other (identify) _____

Questions 37-39 refer to the number of times in a typical work-year that you use the following services of the OCR reference librarians. In these questions:

- If you do not use the service described, circle "a".
- If you use the service 1 to 2 times, circle "b".
- If you use the service 3 to 5 times, circle "c".
- If you use the service 6 to 10 times, circle "d".
- If you use the service 11 or more times, circle "e".

- 37. a b c d e - To request the preparation of a bibliography.
- 38. a b c d e - To request Intellofax runs.
- 39. a b c d e - Other (identify) _____

Questions 40 through 47 are designed to measure the effectiveness of the results rather than the degree of cooperation. On the basis of your past experience, please indicate whether the service rendered by the Reference Librarians is generally:

- Unsatisfactory - circle "a".
- Mostly satisfactory, but not entirely so - circle "b".
- Satisfactory - circle "c".
- More than satisfactory - circle "d".
- If you do not use the service - circle "e".

- 40. a b c d e - To obtain directly, specific facts needed in your work.
- 41. a b c d e - To obtain information on where to get facts related to your work.

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- 42. a b c d e - To obtain directly background information needed in your work but outside of your own field of competence.
- 43. a b c d e - To obtain help in finding a particular book or document.
- 44. a b c d e - To order books or documents from the CIA Library.
- 45. a b c d e - To request the preparation of a bibliography.
- 46. a b c d e - To request Intellofax card or tape runs.
- 47. a b c d e - Other (identify) _____

Question 48 below deals with the use you make of the OCR Library Reference Collection in the course of a typical month. (The Reference Collection includes the card catalogs and the non-circulating reference tools, such as encyclopedias, dictionaries, statistical publications, and the "plans collection".)

If you do not use the service described, circle "a".
If you use the service 1 to 2 times, circle "b".
If you use the service 3 to 5 times, circle "c".
If you use the service 6 to 10 times, circle "d".
If you use the service 11 or more times, circle "e".

- 48. a b c d e
- 49. For my work I find this collection:
 - a. Unsatisfactory
 - b. Mostly satisfactory but not entirely so
 - c. Satisfactory
 - d. More than satisfactory
- 50. In the space below please indicate the types of reference functions and facilities for which you have need that are not now adequately provided by the Reference Service. In addition, feel free to comment on any aspect of the Reference Service.

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Part IV

Questions on the Intellofax System

If you have had experience in using the Intellofax System, please answer questions 51-59. The last question is optional. If you have never had any experience with the Intellofax System, skip questions 51-58 and answer question 59.

51. I find that Intellofax tapes or card runs are most satisfactory when they deal with subjects of the following scope:

- a. Very narrow, specific subjects, limited to a single geographic area or year.
- b. Broader subjects covering more than one geographic area or extended periods of time.
- c. Abstract subjects.

(Note: It would be helpful if you would give examples of subjects which the system has handled very well and/or very poorly. Use the space provided at the end of this form.)

52. In most card or tape runs I find that the following percentage of documents on the run are pertinent to the subject of the run.

- a. Less than 5 percent.
- b. More than 5 percent but less than 25 percent.
- c. 25 to 40 percent.
- d. More than 40 percent.

53. In most card or tape runs I find that the following percentage of documents which I consider pertinent to my subject fail to turn up on the run. (Answer this question only if you have had experience in getting tape runs in a field which you knew well or where you had files of your own. Consider only the types of material which are regularly Intellofaxed. If you are not familiar with the specific types that are Intellofaxed, please circle "e".)

- a. Less than 5 percent.
- b. 5 to 25 percent.
- c. 26 to 50 percent.
- d. More than 50 percent.
- e. I am not familiar with what types of documents are Intellofaxed.

54. I think the following types of documents which are not now being Intellofaxed should be Intellofaxed:

- a. _____
- b. _____
- c. _____

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55. In making requests for an Intellofax run, I usually request them in the following manner:
- In person but without discussing them with the Reference Librarian.
 - In person after discussion with a Reference Librarian.
 - By telephone.
56. Most Intellofax tape runs are:
- Fully legible.
 - Mostly legible but occasionally have illegible words.
 - So illegible as to be of little use.
57. Form of Intellofax runs:
- Runs are satisfactory in their present form as tapes.
 - Runs would be more useful if printed on standard sized sheets of paper or cards which could be filed.
- Circle size of card: 3 x 5 5 x 8 Other _____
58. The information on Intellofax tapes: (In this question you may circle more than one reply).
- Tells me all I need to know about the individual documents.
 - Occasionally does not tell me whether I should look at particular documents or not.
 - Frequently does not tell me whether I should look at particular documents or not.
 - Is generally inadequate and should be supplemented by information of the following types (Describe in space at end of form.)
59. If you are not a regular user of the Intellofax system or are not satisfied with it, please answer the following (you may circle more than one):
- My personal files make use of the system unnecessary.
 - The system is not pertinent to my type of research (please explain at end of form).
 - The system is too slow for me to use satisfactorily.
 - The system usually produces too many documents for me to use effectively.
 - I lack confidence in the ability of the system to recover a useful number of pertinent documents on subjects that concern me.

Use the following space for additional comments. Number each comment with the number of the question to which it refers.

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